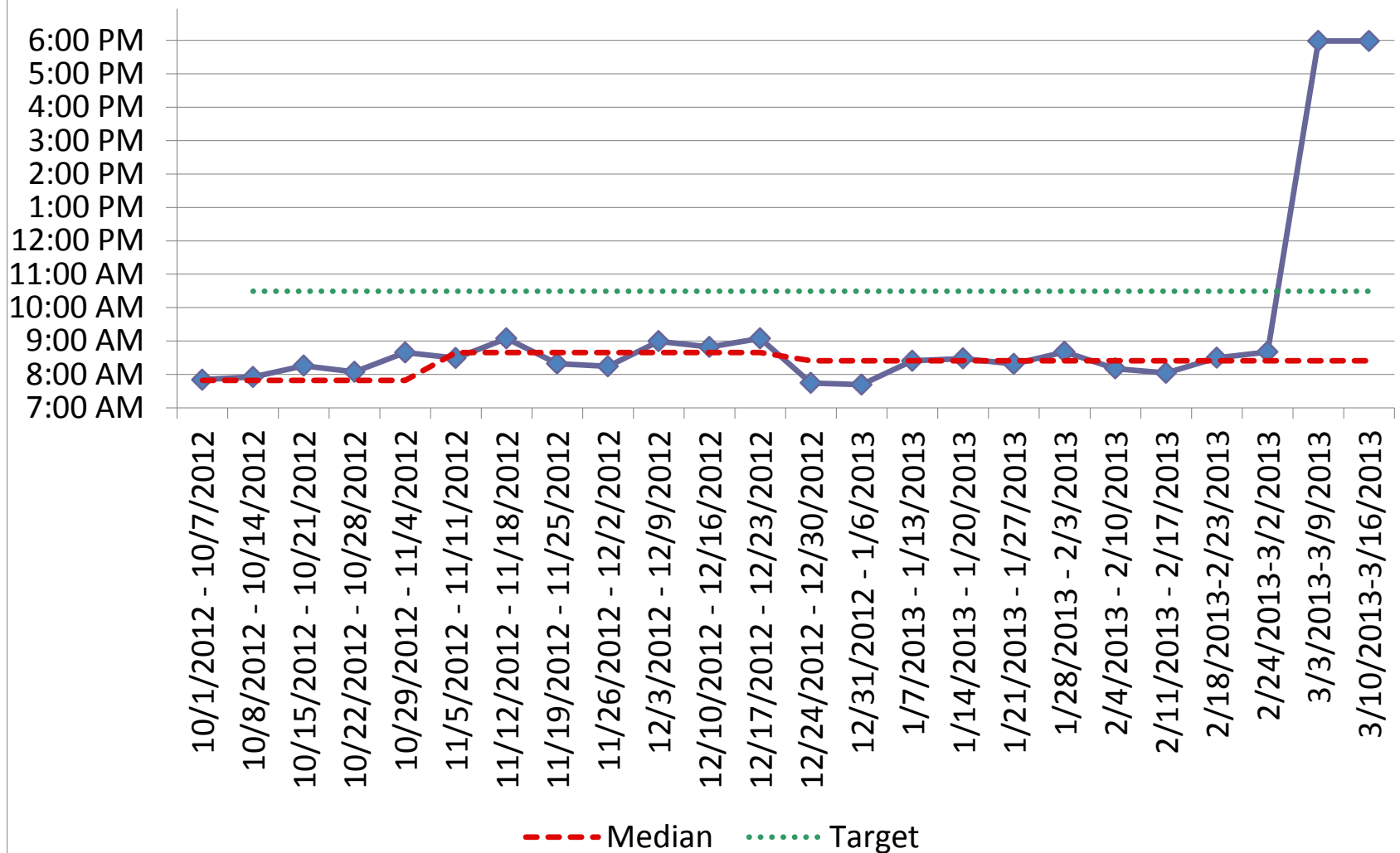
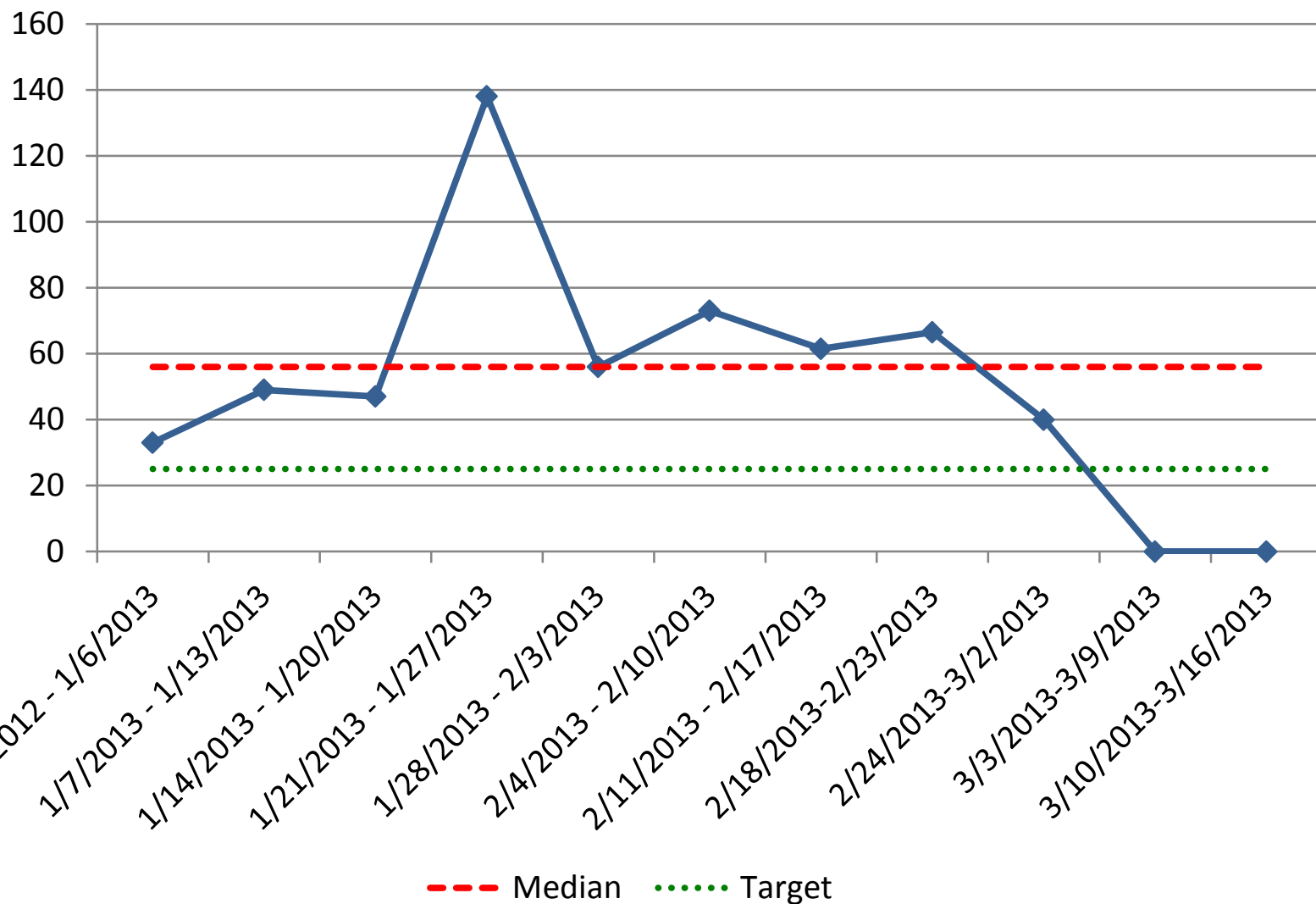


Appointment Unit: Time Last Same Day / Next Day Appointment Booked



Appointment Unit: Number of Patients in Appointment Queue when Last Same Day/Next Day Booked



Appointment Unit: Longest Hold Time (minutes)



Appointment Unit: Average Hold Time (minutes)

